



Service Counselor 2- Criminal Injuries

Tennessee Department of Treasury

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The Tennessee Department of Treasury impacts the lives of Tennesseans every day. Treasury is responsible for many of the financial operations of state government, including managing more than \$50 billion in assets through its various investment programs. We administer the State's Retirement Program, *RetireReadyTN*, which combines the state pension plan, Tennessee Consolidated Retirement System, and the State's Deferred Compensation plan. Treasury serves all Tennesseans by helping to educate and empower them to make smart financial choices, and by providing public-serving programs in the areas of college savings, financial literacy, unclaimed property, criminal injuries compensation, and more.

Job Overview:

The position performs tasks to intake, review and decide whether reimbursement is appropriate on criminal injuries compensation claims filed by victims and their relatives, as well as sexual assault forensic examination reimbursement requests filed by service providers.

Key Responsibilities:

- Works with victims, claimants, relatives, providers and others to explain the requirements for reimbursement, the process for reimbursement, and facilitates any part of that process that needs to be addressed on any claim filed. Some communications occur before a claim is filed.
- Provides exceptional customer service in a sensitive, professional and meaningful way to various internal and external customers.
- Explains and follows statutory, procedural and other requirements as needed to fulfill responsibilities which vary depending on the claim.
- Reviews materials carefully to ensure that the appropriate decision is made relative to the eligibility requirements and that sufficient supporting documentation has been submitted to support any reimbursement.
- Makes recommendations regarding eligibility and reimbursement, if applicable, for a supervisor to review.
- Monitors responsibilities including, but not limited to, calls, correspondence and work queues, etc.

Qualifications:

- Graduation from an accredited four-year college or university with a bachelor's degree and experience equivalent to one year of full-time professional experience.
- Must have ability to communicate professionally and effectively with the public and co-workers to ensure high customer service standards.

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